

RESPONSIBLE BEVERAGE SERVICE TRAINING PROVIDER PROGRAM

QUALIFICATION GUIDELINES




The guidelines provided here are considered Best Practices as based on published research conducted by experts in the field of server training.

The Responsible Beverage Service Training Provider will show the organization's ability to provide consistent and quality training programs through documentation and program review.




Primary criteria to be examined:

-  Program Quality
-  Testing Process

Second criteria to be examined:

-  Marketing Plan (Scope of Service)
-  Record Keeping
-  On-site Review










Program Quality


-  The program shall adequately cover the topics and sub-topics as defined by the Training Level being presented.
-  Methods of teaching are identified and discussed with instructors.
-  The learning objectives shall be clearly stated.

Testing Process

The RBS training provider shall establish a process for testing the training recipient's knowledge and assure the test is conducted with integrity and honesty.




Standards for Testing:

-  Test questions comply with Curriculum Standards and Learning Objectives for each level of training.
-  Test questions are rotated on a regular basis.
-  Tests are graded by someone other than the instructor.
-  The instructor administers the test in a consistent manner and monitors the completion of the test by training recipients.
-  All training recipients take and pass a test for certification.
-  All completed tests are to be filed with the recipient's training registration forms.
-  Test scores are recorded on the certification form.
-  Procedures are explicitly defined for individuals not attaining a passing grade.
-  Tests are available in languages other than English, as appropriate, for recipient's needs.

-  Satisfactory facilities, including ability to maintain and safeguard records, prepare reports and monitor administration of training.

Marketing Plan (Scope of Service)






The RBS Training Provider shall submit a marketing plan that will identify the following:

-  Geographical area the program will be presented.
-  Who will receive the training.
-  Brochures, advertisements and other media-related materials used to market the program.

Record Keeping

The RBS Training Provider shall maintain and be able to readily access training recipient records and test scores. Storage and backup of database files are required.



Standards for Record Keeping:

-  The Provider shall maintain a storage area for files and/or database records of participation for all training programs. Records are well organized, retrievable, and involve an efficient process of accessing information.
-  Records shall be kept for at least five years.
-  Coded certificates will be issued to training recipients to prevent fraud.
-  Coding will include an identifiable signature, seal, number, paper, photo or lamination.
-  The Provider shall create a process for separating responsibilities for training, grading tests, and issuing certificates in order to prevent fraudulent practices.

On-Site Review

An on-site review shall be conducted by ABC personnel to verify information provided in the provider's application.

On-site Review Standards:

-  The business locations wherein records are kept include equipment such as computers, printers, photocopy machines, files, storage areas, and other necessary equipment.
-  The training site shall be easily identified, have a comfortable setting with proper seating, restroom facilities, and accessible for persons with disabilities. Necessary audio/visual equipment shall be present and functional.